



Job Description:
Temporary Behavioral Health Coordinator

Position Title: Temporary Behavioral Health Coordinator (Emergency Shelter, Cross Park Place, 501 Project, Winter Emergency Shelter)

Key Responsibilities:

1. Provide direct support services that are high quality, consistent and in accordance with the Shelter House mission, vision, and values to the people we serve.
2. Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.
3. Work within a team of coordinators and case managers to ensure continuity of care.
4. Record and maintain accurate documentation in a timely manner.
5. Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

Reports to: Emergency Services Program Manager

1. Key Responsibility (40% of time): Provide direct support services that are high quality, consistent and in accordance with the Shelter House mission, vision and values to the people we serve.

So That:

- A trauma-informed workplace is achieved and maintained demonstrating a balance of kindness, competence and care toward self, others with whom we work, and those for whom we provide care.
- You operate from a Housing First approach.
- A welcoming environment is provided to clients, donors, volunteers and the general public.
- You respond to client concerns in a timely manner.
- You maintain a high level of professionalism at all times.
- You build positive relationships with community partners to ensure a high level of collaboration to best serve populations served.
- Support services, including diversion, are offered to all individuals and households that are having a housing crisis.

2. Key Responsibility (30% of time): Intervene and appropriately de-escalate crisis situations while providing oversight and supervision so that a safe and healthy environment is maintained at all times.

So That:

- You respond to client concerns in a timely manner.
- You maintain a high level of professionalism at all times.
- You deliver high quality crisis intervention and seek appropriate support to assist in difficult or emergency client situations.
- You utilize motivational interviewing techniques, trauma informed care, and harm reduction models to support clients.
- Lead collaboration with Iowa City Police Department, Iowa City Fire, and ambulance services

3. Key Responsibility (10% of time): Work within a team of coordinators and case managers to ensure continuity of care, this includes attending team and agency-wide meetings/trainings.



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So That:

- You are actively engaged with client goals and plans, department matters, and support other staff when crises arise.
- You attend and are actively engaged in required agency meetings, such as all-staff and department meetings, and attend and are actively engaged in required trainings.
- You complete Trauma Informed Care training, Motivational Interviewing Training, Harm Reduction Model Training
- You complete other duties as assigned by your supervisor.

4. Key Responsibility (10% of time): Record and maintain accurate documentation in a timely manner.

So That:

- Confidentiality in client information is always maintained.
- Documentation is completed in a timely manner, including any relevant program record keeping programs, bedcharts, staff log, and other agency required paperwork.

5. Key Responsibility(10% of time): Ensure that individual rights are protected, all services are confidential, and no information is shared without consent.

So That:

- Confidentiality in client information is always maintained.
- Appropriate program forms pertinent to client information and confidentiality are organized, as complete as possible, and secure.

Qualifications:

1. Minimum of high school diploma or GED.
2. 1 year of experience working with people in crisis and/or people actively using substances.
3. Commitment to operating within a trauma-informed workplace that demonstrates a balance of kindness, competence and care toward self, colleagues, and populations served.
4. Ability to assess and respond responsibly in a wide variety of situations and crises.
5. Proficiency in Windows based computer environment and Microsoft Office Suite.
6. Good written, verbal, and interpersonal communication skills.
7. Ability to work independently, prioritize multiple tasks, and be flexible in job duties & schedule.
8. This is a temporary position.